# TRICARE
## *Your Military Health Plan*

## Behavioral Health Care Services



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# Referrals and Authorizations

- **Referral:** The act or instance of referring a beneficiary to another authorized provider for necessary medical or behavioral health care treatment.
- **Prior Authorization:** A decision issued electronically or in writing that states TRICARE will cover services that have not yet been received. Failure to obtain a prior authorization when required will result in a denial of payment for those services.



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# Active Duty Service Members (ADSMs)

- Must seek care at a military treatment facility (MTF)
- May be referred to a civilian provider if MTF availability is limited
- If enrolled in TRICARE Prime Remote (TPR) services may be authorized by your SPOC



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# TRICARE Prime Beneficiaries (Except ADSMs)

- Entitled to eight (8) initial outpatient visits per fiscal year (Oct. 1–Sept. 30)
- No prior authorization required
- No primary care manager (PCM) referral is needed
- Must seek care from a TRICARE network provider
- Prior authorization is required after the eighth (8th) visit



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# TRICARE Standard and TRICARE Extra Beneficiaries

- No referrals required for any outpatient visits
- Entitled to eight (8) initial outpatient visits per fiscal year without authorization
- Prior authorization is required after the eighth (8th) visit
- Seeking care from a TRICARE network provider will reduce your out-of-pocket costs under the TRICARE Extra option



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# Beneficiaries Eligible for both TRICARE and Medicare

- Medicare is the primary payer
- No referrals or prior authorization needed for outpatient or inpatient behavioral health care services
- When Medicare benefits are exhausted, TRICARE becomes the primary payer
  - Prior authorization is required from your TRICARE regional contractor



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# Behavioral Health Care Providers

- Psychiatrists (M.D., D.O.)
- Clinical Psychologists (Ph.D.)
- Certified psychiatric nurse specialists (PNS)
- Master's-level clinical social workers (MSW)
- Certified marriage and family therapists (MFT)
- Pastoral counselors & Mental health counselors*

**with physician referral and supervision*



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# Overview of Costs and Fees

| Program | Active Duty Costs | Active Duty Family Member | Retirees and others |
|---|---|---|---|
| **Prime** | $0 | No deductible<br>No copayment | No deductible<br>$25 copayment |
| **Extra** | N/A | Cost-share after deductible is met<br>15% of negotiated rate | Cost-share after deductible is met<br>20% of allowable charge |
| **Standard** | N/A | Cost-share after deductible is met<br>20% of negotiated rate | Cost-share after deductible is met<br>25% of allowable charge |
| **TPR/ TPRADFM** | $0 | $0 | N/A |



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# TRICARE Covered Outpatient Services

- Outpatient Services
  - Family Therapy
  - Collateral Visits
  - Play Therapy
  - Psychoanalysis*
  - Psychological Testing*

**Prior authorization required*



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# TRICARE Covered Inpatient Services

- Inpatient Services
  - Acute Inpatient Psychiatric Care
  - Psychiatric Partial Hospitalization
  - Residential Treatment Center (RTC) Care
  - Substance Abuse
    - Detoxification
    - Rehabilitation
    - Outpatient care



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# Accessing Care and Obtaining Prior Authorization

Contact your TRICARE Regional Contractor or TRICARE Area Office (TAO):

- To find out more information about your benefits
- Find a behavioral health care provider in your area
- Your behavioral health care provider is responsible for obtaining prior authorization for additional visits



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# TRICARE South Region Contractor

**Humana Military Healthcare Services, Inc.**

www.humana-military.com

1-800-444-5445

Behavioral Health Subcontractor:

ValueOptions

1-800-700-8646



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# TRICARE North Region Contactor

**Health Net Federal Services, Inc.**

www.healthnetfederalservices.com

1-877-TRICARE (1-877-874-2273)



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# TRICARE West Region Contractor

**TriWest Healthcare Alliance**

www.triwest.com

1-888-TRIWEST (1-888-874-9378)



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# Accessing Care in the TRICARE Pacific Region

- **TRICARE Pacific—**includes Guam, Japan, and Korea
- Call 1-888-777-8343, option 4 for assistance



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# Accessing Care in the TRICARE Europe Region

**TRICARE Europe—**includes Europe, Africa, and the Middle East

- To contact TRICARE Europe:
  - DSN 496-6362
  - 00-49-(0)6302-47-6362
  - From CONUS 1-888-777-8343
  - www.europe.tricare.osd.mil/main/mental_health
- You may be referred to ValueOptions if needed care is not available in Europe.
  - 1-800-700-8646
  - www.humana-military.com



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# Accessing Care in the TRICARE Latin America and Canada (TLAC) Region

**TRICARE Latin America and Canada—**includes all of Latin America (except Panama; includes the Caribbean Basin), Canada, Puerto Rico, and the Virgin Islands

- Call ValueOptions
  - 1-800-700-8646
- Exceptions apply to beneficiaries in Guantanamo Bay, Cuba
  - Active duty service members and family members must seek care from the Naval Hospital



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# Seeking Care in Puerto Rico

- Active duty service members may not self-refer for any behavioral health care
- Contact nearest MTF or
- TRICARE Area Office
  - 1-888-777-8343, option 3
  - 1-706-787-2424
- All other TRICARE Prime beneficiaries
  - Humana Military Healthcare Services Puerto Rico Call Center 1-800-700-7104



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# Seeking TRICARE Global Remote Overseas Health Care (TGRO)

**TRICARE Global Remote Overseas—** includes Central/South America, the Caribbean Basin, and the U.S. Virgin Islands

- TRICARE Area Office
  - 1-888-777-8343, option 3
  - 1-706-787-2424
- TRICARE Latin America and Canada (TLAC) PCM Call Center 1-800-834-5514



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# Seeking Care in Canada

- Active duty service members and family members should seek care through the Canadian Forces Health Facility (CFHF)

- If care is not available from the CFHF, all care will be obtained from civilian providers or facilities



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# Things to Remember When Seeking Behavioral Health Care

- You must be under the care of a provider authorized to prescribe drugs if you are taking prescription medications for a behavioral health condition.
- It is recommended that psychiatric medication management services be provided by a psychiatrist.
- Most non-medical behavioral health providers (e.g., clinical psychologists, clinical social workers, marriage & family therapists, psychiatric nurse specialists) do not need a physician referral and supervision.
- Pastoral and Mental Health Counselors do require a physician referral and supervision prior to being seen.
- Your provider is expected to consult/refer you to a physician for treatment of a condition that co-exists with your behavioral health condition.



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